

## **CLAIMS**

1. (Original) A system for efficient processing of service requests, said system comprising:

at least one remotely accessible server for receiving a request from a user for at least one service provided by an enterprise;

means controlled by an accessed one of said servers for validating identity of an accessing user;

means based upon determination of a valid identity of said accessing user for evaluating a need for a risk acceptance agreement from said accessing user for a requested service;

means controlled by said accessed one of said servers for obtaining approval, if required, of said risk acceptance agreement from said accessing user and for obtaining any necessary management approvals for said requested service; and

means controlled by said accessed server for ordering said requested service for said accessing user.

2. (Original) The system of claim 1 further comprising means controlled by one of said servers for obtaining online approval to renew said requested service for said user.

3. (Original) The system of claim 1 wherein said means for obtaining approval further comprises means for emailing an accessing user approved acceptance agreement to said manager for said approval.

4. (Original) The system of claim 3 further comprising means for sending a web address to said manager for accessing said risk acceptance agreement.

5. (Original) The system of claim 1 further comprising means for time and date stamping said request.

6. (Original) The system of claim 5 further comprising means for storing said time and date stamped request.

7. (Original) A method for efficient processing of service requests by a user comprising the steps of :

entering, by a requesting user, a request for at least one service onto a web page;  
validating said requesting user's identity against an enterprise database;  
determining if said request requires further approvals;  
obtaining, online, all determined approvals from said requesting user and from management; and  
submitting approved ones of said requests to a service provider.

8. (Original) The method of claim 7 further comprising the step of notifying said user of renewal prior to expiration of provided on of said service.

9. (Original) The method of claim 8 wherein said notifying step comprises the steps of:

notifying a manager of the need for said renewal;  
accepting renewal approvals from said manager;  
renewing approved ones of said services; and  
terminating non approved ones of said services.

10. (Original) The method of claim 7 wherein said entering step further comprises the step of identifying said requesting user.

11. (Original) The method of claim 7 wherein said obtaining step further comprises the steps of:

said requesting user agreeing to a risk acceptance agreement; and  
emailing said risk acceptance to a manager.

12. (Original) The method of claim 11 wherein said emailing step further comprises the step of sending a web address to said manager said web address being a network location containing contents pertaining to said manager's approval.

13. (Original) The method of claim 7 wherein said validating step validates identity of said requesting user as a member of an enterprise.

14. (Original) The method of claim 13 wherein said requesting user is an employee of said enterprise.

15. (Original) The method of claim 13 wherein said requesting user is a contractor for said enterprise.

16. (Original) The method of claim 7 wherein said validating step validates that said requesting user is authorized to request said service.

17. (Original) The method of claim 7 wherein said submitting step further comprises the steps of :

time and date stamping said request; and,  
saving user data and request data to a business logistics tracking database.

18. (Original) The method of claim 7 further comprising the step of terminating, under control of information stored in a database at time of submitting said approved ones of said requests to said service provider, a provided service to a user after a period of time if no subsequent renewals are obtained.

19. (Original) A system for efficient processing of service requests, said system comprising:

at least one remotely accessible server, said server hosting viewable pages accessible by a user to identify said user and to place requests by said user for services from an enterprise; and

an enterprise database including information associated with the identity of users and services offered by said enterprise, said information including status of said user as one of a group consisting of employees and contractors of said enterprise, risk acceptance requirements for a service for an identified user, and information associated with requests and associated users, said database operable to direct via electronic communication service requests from users to proper people for approval prior to placing an order for said requested services.

20. (Original) The system of claim 19 wherein said server is accessible via one of a group consisting of the Internet, direct dial-up connection, an Intranet of said enterprise, a wide area network, and a local area network of said enterprise

21. (Original) The system of claim 19 wherein said database includes information associated with necessary manager approval of risk acceptance requirements for said user and said service.